

# Critical Information Summary

## Flexi Mobile Broadband Plan

### Information About the Service

#### Description of the Service

Your plan is for a postpaid mobile broadband service for use in Australia and across Globalgig's network of connected countries, a list of which is available at [www.globalgig.com.au](http://www.globalgig.com.au).

#### Bundling

You don't have to bundle this plan with any other Globalgig service.

#### Mandatory Goods

You need to purchase either a Globalgig SIM Only Starter Pack or Globalgig Wi-Fi Hotspot.

The Globalgig SIM Only Starter Pack is compatible with Apple iPad and iPad mini IOS, Android, and Windows 8 cellular tablets. Your total minimum cost includes the \$2 SIM Only Starter Pack, minimum 1-month plan charge and delivery fee of \$2, if applicable.

If you do not have a compatible cellular tablet, you need to purchase a Globalgig Wi-Fi Hotspot to use this service at a cost of \$49, and if delivery is required an additional delivery fee of \$2 applies. Your total minimum cost includes the Globalgig Wi-Fi Hotspot, a minimum 1-month plan charge and delivery fee.

#### Minimum Term

The minimum term is 1-month.

#### What's Included

There is no monthly mobile broadband allowance included in this plan.

You can access mobile broadband services in Australia, and in 'additional' countries across the Globalgig Network, for the rates specified per MB.

**Table 1 additional countries**

USA	UK	Ireland
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**Table 2 additional countries**

Austria	France	Italy	Norway	Sweden
Belgium	Germany	Liechtenstein	Portugal	Switzerland
Denmark	Hong Kong	Monaco	San Marino	Vatican City
Finland	Iceland	Netherlands	Spain	

**Table 3 additional countries**

Bulgaria	Estonia	Lithuania	Poland	Turkey
Cyprus	Greece	Luxembourg	Romania	
Croatia	Hungary	Malta	Slovakia	
Czech Republic	Latvia	New Zealand	Slovenia	

#### What's the Limitations

It is not possible to make voice calls or send SMS/MMS via the mobile voice/SMS/MMS network using a mobile broadband service.

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## Information About Pricing

<b>SIM Only Starter Pack</b>	<b>Flexi Mobile Broadband Plan</b>
Included mobile broadband allowance	0
Monthly plan charge	\$5
All usage per MB in Australia only	2c
All usage per MB for Table 1 'additional' countries	5c
All usage per MB for Table 2 'additional' countries	10c
All usage per MB for Table 3 'additional' countries	20c
SIM only	\$2
Delivery fee	\$2
<b>Total minimum cost</b>	<b>\$9</b>

<b>Globalgig Wi-Fi Hotspot</b>	<b>Flexi Mobile Broadband Plan</b>
Included mobile broadband allowance	0
Monthly plan charge	\$5
All usage per MB in Australia only	2c
All usage per MB for Table 1 'additional' countries	5c
All usage per MB for Table 2 'additional' countries	10c
All usage per MB for Table 3 'additional' countries	20c
Globalgig Wi-Fi Hotspot	\$49
Delivery fee	\$2
<b>Total minimum cost</b>	<b>\$56</b>

### Minimum Monthly Plan Charge

The minimum monthly plan charge is \$5.00.

You will be charged your monthly plan charge in advance for the up-coming month plus any usage for the preceding month.

### Maximum Monthly Plan Charge

The maximum monthly plan charge will depend on whether you use any data within your monthly billing cycle. Usage is charged at 2c per MB for Australia only, 5c per MB for countries in Table 1, 10c per MB for countries in Table 2, and 20c per MB for countries in Table 3.

### Early Termination

Early exit fees do not apply to month-to-month plans. You pay your monthly plan charge in advance, and if you cancel during the month you have to pay for all of that month, plus any excess data usage.

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## Cost of using 1MB of data

The cost of data is 2c per MB for Australia only, 5c per MB for countries detailed in Table 1, 10c per MB for countries detailed in Table 3, and 20c per MB for countries detailed in Table 3.

## Device Cost

The Globalgig SIM Only Starter Pack is \$2, and if delivery is required an additional delivery fee of \$2 applies. The Globalgig Wi-Fi Hotspot is \$49, and if delivery is required an additional delivery fee of \$2 applies.

## Other Information

### Connecting other devices

With the Globalgig SIM you can tether your tablet to other devices.

With the Globalgig Wi-Fi Hotspot you can pair up to five (5) devices.

### Data Usage Alerts

We will notify you by email when your data usage exceeds 50%, 85% and 100% of your mobile broadband allowance. Please be advised there can be up to a 48-hour delay on international data records and therefore usage alerts. You can also obtain your data usage information by calling Customer Care on 1300 281 582.

### Using Your Service Overseas

You can use your Globalgig service across Globalgig's network of connected countries, a list of which is available at [www.globalgig.com.au](http://www.globalgig.com.au).

The Globalgig Wi-Fi Hotspot device is not locked. If you choose to use another provider's SIM in your Globalgig Wi-Fi Hotspot you will be liable for their fees and charges.

### Help & Support

If you have any questions you can view our FAQs at [www.globalgig.com.au/FAQs.aspx](http://www.globalgig.com.au/FAQs.aspx), email us at [customercare@globalgig.com](mailto:customercare@globalgig.com), or call our Customer Care team on 1300 281 582 (standard call charges apply).

Should you wish to obtain information on how to access our complaint handling process please call our Customer Care team on 1300 281 582.

The TIO (Telecommunications Industry Ombudsman) is contactable at [www.tio.com.au/about-us/contact-us](http://www.tio.com.au/about-us/contact-us), by telephone on 1800 062 058, by facsimile on 1800 630 614, by post at PO Box 276, Collins Street West, VIC, or in person at Level 3, 595 Collins Street, Melbourne.

### Globalgig's Terms & Conditions

This document is a summary only. Our full legal terms and pricing for this plan is available at <http://www.globalgig.com.au/TermsAndConditions.aspx>.